

**FOOD SERVICE  
WORKER  
NA-7408-02**

**COFFEE SHOP  
& CYBER CENTER  
MORALE, WELFARE  
& RECREATION**

**I. POSITION AND ORGANIZATION INFORMATION****Position:**

Food Service Worker, WG-7408-02

**Purpose of position:**

The primary purpose of this job is to serve food and beverages informally, prepare service areas, prepare simple foods, and perform related tasks.

**Organization:**

QOL Dept., MWR Div., Cyber Center

**Organization goals:****II. MAJOR DUTIES****A. Duty (Critical):**

Prepares fruits and vegetables for cooking and serving. Cuts, shreds, slices, and dices fruits, vegetables, and produce for cooking and serving. Tosses salads and prepares dressing according to recipes. Makes cold sandwiches using prepared ingredients and packs box lunches. Makes coffee, tea, and punches according to recipes. Sets up water stations. (30%)

**Tasks:**

1. Prepares foods as instructed and within established time frames.
2. Prepares beverages according to the number of servings required and in a timely manner.

**Selected Staffing KSAs:**

A1, A2, A3, A4, A5, A6, A7

**B. Duty (Critical):**

Clears, breaks down, and cleans assigned area. Returns soiled dishes and trays. Sets up and operates dishwashing machine including continuous conveyor belt type. Removes inspection doors, strainer pans, screens, and spray arms for preventative maintenance and cleaning. Scrapes, soaks, scours, and scrubs heavy cooking utensils. Cleans ceilings, exhaust fans, and spaces under and behind equipment, and other heavy duty cleaning tasks. Washes floors and walls with powered cleaning equipment. Cleans walk-in refrigerators and freezers. Sanitizes garbage disposal equipment and areas. Unloads food and beverages from delivery trucks. Assists in unloading supply trucks and storing heavy supplies. Moves heavy, filled garbage cans when collecting and transferring trash from work to disposal areas. (30%)

**Tasks:**

1. Performs trash removal and cleaning duties within established time frame, to prevent contamination, to ensure utensils and equipment meet sanitation requirements, and to routinely pass sanitation inspection.
2. Operates mechanical dishwasher in accordance with established procedures.

3. Moves garbage cans and unloads supplies in accordance with established procedures.

**Selected Staffing KSAs:**

A2, A3, A4, A5, A6, A7

**C. Duty (Critical):**

Utilizes safety and sanitation practices, rules, regulations, and procedures to maintain a safe and clean work environment. Uses and assures proper fit of required equipment and clothing. Safely uses and maintains tools and equipment. (30%)

**Tasks:**

1. Uses tools and operates equipment in a safe manner, applying established safety and sanitation rules and regulations to minimize minor violations and to avoid major violations due to employee error or negligence.
2. Informs the supervisor of accidents and/or damage to supplies or equipment or of any observed unsafe practices and/or procedures in a timely manner and in accordance with established procedures.
3. Uses, maintains, and accounts for all types of cooking and cleaning tools and equipment required to accomplish assigned tasks.

**Selected Staffing KSAs:**

A2, A3, A4, A5, A6, A7

**D. Duty (Non-Critical):**

May assist in other areas of the Cyber Center and with customers as needed. Assistance may include the most basic of computer operations. More complex issues are referred to higher level staff or AIS for resolution. (10%)

**Tasks:**

Performs basic computer functions such as updating virus scan programs, scanning for viruses, and removing files from cache.

**Selected Staffing KSAs:**

**E. Other Work Requirements**

1. May require the possession of a food handler's card.

**III. KNOWLEDGES, SKILLS AND ABILITIES (KSAs)**

**A. Selected Staffing KSAs:**

1. Knowledge of basic arithmetic in order to count number of tables/trays required, to determine number of servings a container will yield, and to count change when required to perform cashier duties.
2. Working knowledge of food service sanitation standards including procedures to prevent contamination, spoilage, and waste.
3. Ability to concentrate on work assignments despite interruptions and

distractions.

4. Ability to do tasks with several steps and to follow established sequence of tasks without more than normal supervision.

5. Ability to use and maintain food service tools and equipment such as knives, mechanical dishwasher, and powered cleaning equipment.

6. Ability to learn food service safety regulations, practices, and procedures.

7. Ability to read and understand simple signs, names of food items, and instructions.

**B. Basic Training Competencies:**

1. Knowledge of basic arithmetic in order to count number of tables/trays required, to determine number of servings a container will yield, and to count change when required to perform cashier duties.

2. Working knowledge of food service sanitation standards including procedures to prevent contamination, spoilage, and waste.

3. Ability to concentrate on work assignments despite interruptions and distractions.

4. Ability to do tasks with several steps and to follow established sequence of tasks without more than normal supervision.

5. Ability to use and maintain food service tools and equipment such as knives, mechanical dishwasher, and powered cleaning equipment.

6. Ability to learn food service safety regulations, practices, and procedures.

7. Ability to read and understand simple signs, names of food items, and instructions.

**IV. CLASSIFICATION FACTORS**

**Factor 1. Knowledge**

1. -- Knowledge of basic arithmetic to count the number of tables/trays required or determine the number of servings a container will yield.

-- Working knowledge of safety and sanitation requirements pertaining to proper use of kitchen tools, equipment, cleaning products, and quick removal of spills, such as the need to keep cleaning cloths in sanitizing solution, to clean equipment previously used for raw food before further use, and to use a chemical sanitizer or maintain proper water temperature when cleaning dishes.

-- Knowledge of how to clean heavy cooking utensils such as pots and pans, intricate equipment components such as exhaust fans, and work areas.

-- Skill in performing food service tasks with several steps in the proper sequence.

-- Ability to concentrate on work assignments despite interruptions and distractions.

-- Ability to operate dishwashers and other cleaning equipment.

**Factor 2. Responsibility**

Receives assignment from immediate supervisor who provides specific instructions when changes in work routines or assignments are made. Employee is expected to work as scheduled, knowing steps and sequences of tasks to complete work. Employee uses some judgment in maintaining established standards of sanitation, safety, and service. Responsible for correct operation and care of equipment such as dishwashers, potwashers, tray conveyors, and coffee urns. Supervisor is available to resolve problems and answer questions. Work is periodically checked to see that it is done on time and in compliance with instructions.

**Factor 3. Physical Effort**

Performs work requiring moderate to heavy physical effort. Employee is subject to continuous standing and walking, and frequent stooping, reaching, pushing, pulling, and bending. Employee lifts or moves objects weighing up to 40 pounds unassisted and occasionally lifts or moves objects weighing more than 50 pounds. Pushes carts weighing 400-500 pounds. May be required to work on ladders and use powered cleaning equipment.

**Factor 4. Working Conditions**

Work is performed in kitchen areas where the steam and heat from cooking and dishwashing equipment often cause uncomfortably high temperatures and humidity. The work area is well lighted but usually noisy from food service activities, and there is danger of slipping on floors where food or beverages have been spilled. Employee is regularly exposed to hot liquids, sharp cutting blades, hot working surfaces, and extreme temperature changes when entering walk-in refrigerators or freezers.

## V. CLASSIFICATION SUMMARY

## In this position:

One or more duties in this position are based on series data from a different pay plan than the pay plan which is predominant for the position and have not been evaluated. If these duties constitute more than 25% of the position's time, you may want to consult with a classification specialist to determine if there is any impact on the appropriate pay

Duty A. 30% WG-7408-02 Food Service Worker  
Prepares Fruits and Vegetables

Duty B. 30% WG-7408-02 Food Service Worker  
Cleans Assigned Areas

Duty C. 30% WG-7408-02 Food Service Worker  
Utilizes Safety Practices

Duty D. 10% NA-User defined duty. Not classified by system. The final grade may or may not be appropriate.-  
Cyber Center Assistance

## List of Modified Duties and Factors:

Duty D. has been added.

OPM Job Grading Standard for Food Service Worker, WG-7408, TS-63 dated February 1992.

Remarks: Additional classification guidance review includes: OPM Position Classification Standard, Sales Store Clerical Series, GS-2091, TS-46 dated June 1963; Introduction to the Position Classification Standards, TS-107, Aug 91; Digest of Significant Classification Decisions and Opinions, Number 16, Mar 92, Page 6; and, Number 7, Aug 85, Page 3. Cashier/Checker duties were determined to be at the GS-02 level as they are normally assigned in the absence of another employee. Further, these duties are assigned approximately 10% of the time. The work would be performed in accordance with specific instructions and subject to close supervision. Digest Number 7 discusses a pay system determination when both GS and WG duties are assigned. The requirement for knowledge of basic arithmetic to count change when required to perform cashier duties is neither absolute nor paramount to the primary responsibility of food service work. Therefore, the classification to WG-7408 is warranted.

Grade: WG-02